



COMPUTER & IT SOLUTIONS

**Computer Repair & Sales • Networking
Broadband Internet • Digital Phone**

**3085 Fluvanna Ave. Ext. • Jamestown, NY
716-661-3183 • 866-960-6104
Fax: 716-661-3185 • www.EagleZip.com**

DIGITAL PHONE SERVICE 911 DISCLAIMER AND ACKNOWLEDGEMENT

This 911 Disclaimer and Customer Acknowledgement constitute a part of your Terms of Service Agreement with EagleZip.Com LLC (EagleZip.com).

The Federal Communications Commission (FCC) requires EagleZip.com to explain any potential limitations of the Emergency 911 (E911) services being provided. It is important that you understand the difference between the EagleZip.com Digital Phone VoIP (Voice over Internet Protocol) Service and the phone service provided over a traditional “land line” phone service.

VoIP phone service depends on Internet connectivity and power to function. EagleZip.com emergency calling service / 911 may not be available under certain circumstances, including but not limited to:

- an electrical power outage
- a broadband Internet service outage

You are responsible for the accuracy and the completeness of the address that you submit to EagleZip.com and advising us of any changes to the address for the location at which Digital Phone VoIP Service will be used and to which emergency service will be sent in the event that you use the VoIP 9-1-1 dialing service. Inaccurate address information may result in a delay of the required emergency service.

EagleZip.com makes no warranties or guarantees as to whether, or the manner in which, 9-1-1 dialed calls that you make are answered or responded to by the local emergency response center or by the national emergency calling centers. We rely on third parties to assist us in routing 911 calls to local and national call centers. EagleZip.com disclaims any and all liability or responsibility in the event that the third party data used to route 9-1-1 dialed calls is incorrect or yields an erroneous result.

By signing below, I certify that I have fully read this document and understand the differences and limitations of VoIP 911 calling.

Signature: _____ **Date:** _____

Print Name: _____

THIS SIGNED FORM MUST BE RECEIVED BY EAGLEZIP.COM PRIOR TO INSTALLING DIGITAL VOICE SERVICE

Scan & E-mail to sales@eaglezip.com or FAX to 716-661-3185